



Texas State Parks | Online Reservations

Login Help



Make reservations online

Objectives

- Walking through a reset of your login ID and password
- Helpful tips in the reset process

The TPWD Customer Service Center hopes that this tutorial will help the process of making a reservation on our site much easier. Even if you are familiar with making a reservation on our site, please review all the information in this tutorial to get the most out of our site.

If you have any further questions, please contact us at 512-389-8900, option 1, option 4 for Customer Service. Thank you.

Create Account or Login

Loads the page where you can log in or create an account, or request to reset either your login or password.

The screenshot shows a web browser window with the address bar displaying <https://texas.reserveworld.com/Login.aspx>. The page title is "Login". The main header features the "TEXAS PARKS & WILDLIFE" logo and the text "Texas State Parks | Online Reservations". A navigation bar contains links: LOGIN, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. The central content area has a green header "Customer Login" and a form with fields for "Login Name" and "Password". A "Login" button is below the fields. To the right of the password field, it says "(Password is case sensitive)". Below the form, there are four links: "> New Customer? No past reservations or overnight stays.", "> Existing Customer? Never made a Texas State Parks reservation on the web.", "> Forgot / Request Password? Have password emailed to you.", and "> Forgot Login Name? Have Login Name emailed to you.". At the bottom, there is a "Trustwave Trusted Commerce" logo with a "Click to Validate" button, and a footer with "powered by active NETWORK (Infospherix)" and a link to "TPWD privacy policy".

Login

https://texas.reserveworld.com/Login.aspx

TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOGIN RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Customer Login

Login Name :

Password : (Password is case sensitive)

Login

> New Customer? [No past reservations or overnight stays.](#)

> Existing Customer? [Never made a Texas State Parks reservation on the web.](#)

> Forgot / Request Password? [Have password emailed to you.](#)

> Forgot Login Name? [Have Login Name emailed to you.](#)

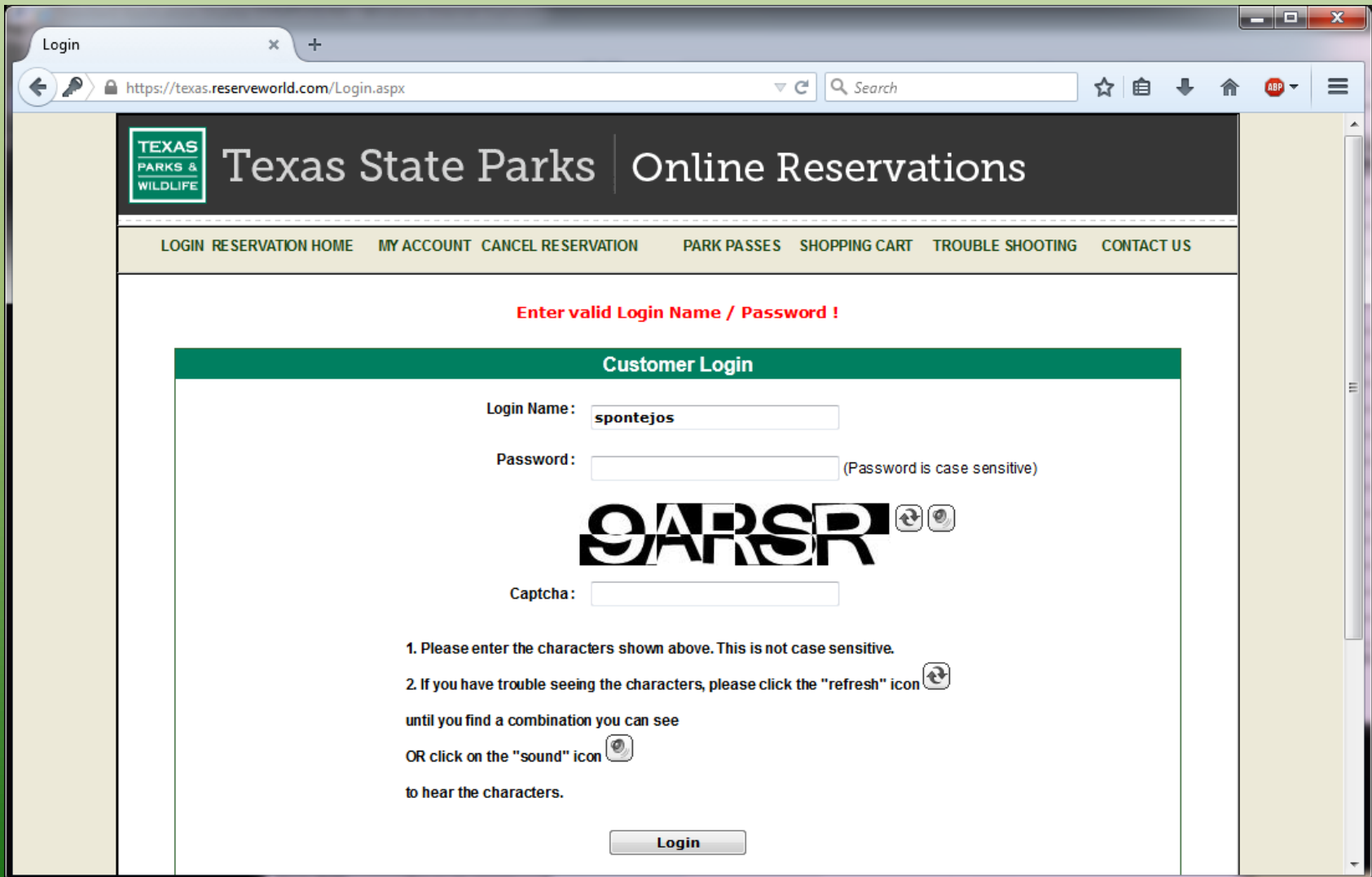
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“Captcha” Security

If someone fails to log in after 3 attempts, the Captcha security field will show up, requiring the customer to enter in the code displayed in addition to the login name or password. **If they are having trouble with this, please close the browser and try logging in again after 10 minutes. The extra security measure will not load.**



The screenshot shows a web browser window with the address bar displaying `https://texas.reserveworld.com/Login.aspx`. The page title is "Login". The header features the "TEXAS PARKS & WILDLIFE" logo and the text "Texas State Parks | Online Reservations". A navigation bar contains links: LOGIN, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US.

The main content area displays a red error message: "Enter valid Login Name / Password !". Below this is a "Customer Login" section with a green header. It contains a "Login Name" field with the text "spontejos" and a "Password" field with the note "(Password is case sensitive)".

Below the password field is a captcha image showing the word "GARSR" in a stylized, blocky font. To the right of the image are two circular icons: a refresh icon and a sound icon.

Below the captcha image is a "Captcha:" label and an empty input field. Below this is a list of instructions:

1. Please enter the characters shown above. This is not case sensitive.
2. If you have trouble seeing the characters, please click the "refresh" icon

Below the instructions is the text "until you find a combination you can see" and "OR click on the "sound" icon" followed by the sound icon. Below this is the text "to hear the characters."

At the bottom of the login section is a "Login" button.

Login Help

Some tips to help with logging into the website...

The login name is not an email address—you create a unique username at registration.

If you tried registering as a new user but you got a message that your email is in use, try requesting for a login name and password.

If you're not sure if you have a valid login name, test it by requesting to have a password sent. If none work, request for an email with a temporary login name.

Sending a temporary login name

Either of the highlighted options circled below will send you a temporary login. Use the top link if you that you haven't reserved online before. Use the bottom link if you've previously reserved online.

Login

https://texas.reserveworld.com/Login.aspx

TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOGIN RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Customer Login

Login Name:

Password: (Password is case sensitive)

Login

- > New Customer? No past reservations or overnight stays
- > Existing Customer? Never made a Texas State Parks reservation on the web.
- > Forgot / Request Password? Have password emailed to you.
- > Forgot Login Name? Have Login Name emailed to you.

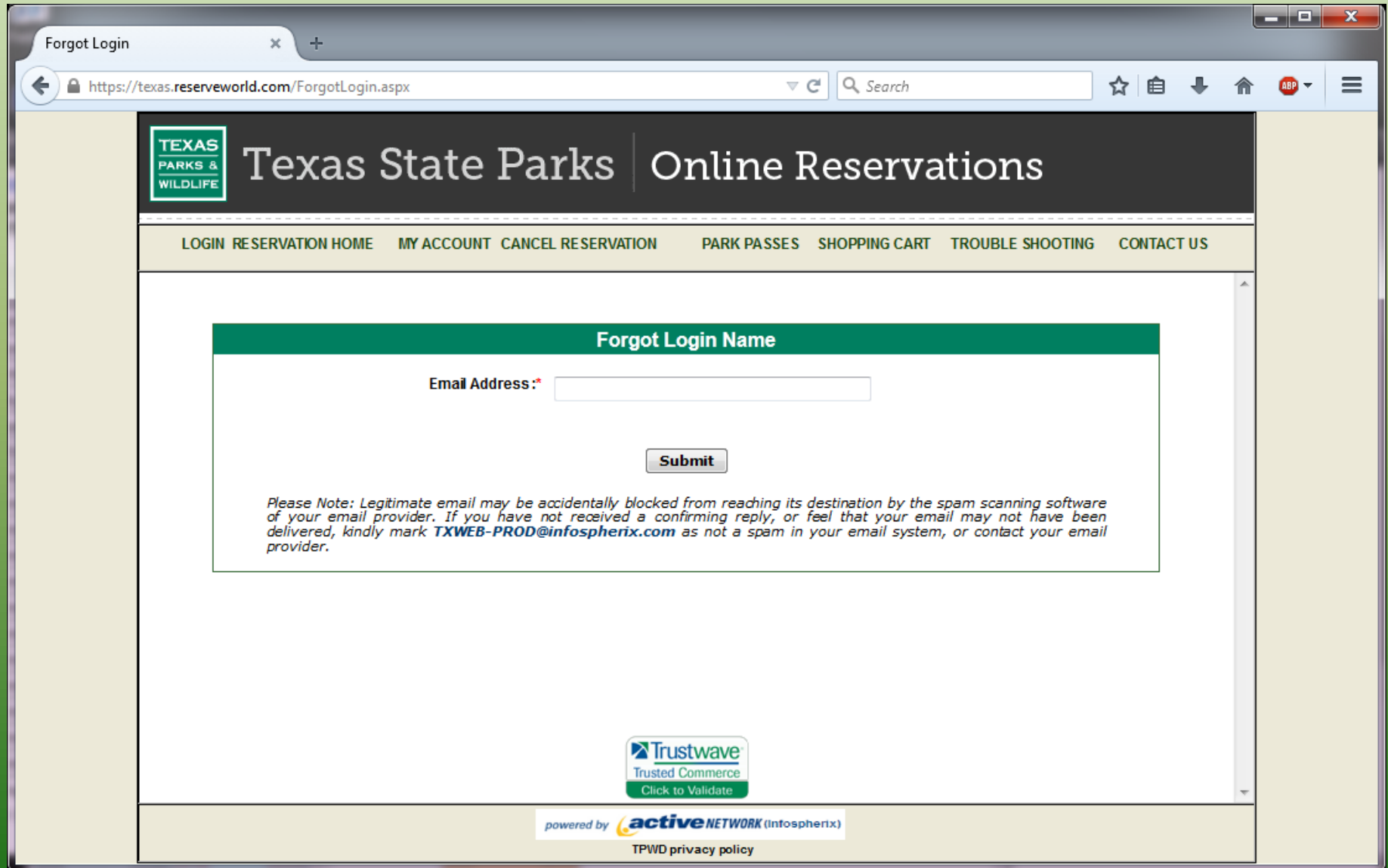
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Forgot Login

Enter email address...



The screenshot shows a web browser window with the title 'Forgot Login'. The address bar displays 'https://texas.reserveworld.com/ForgotLogin.aspx'. The page header features the 'TEXAS PARKS & WILDLIFE' logo and the text 'Texas State Parks | Online Reservations'. A navigation bar contains links: 'LOGIN', 'RESERVATION HOME', 'MY ACCOUNT', 'CANCEL RESERVATION', 'PARK PASSES', 'SHOPPING CART', 'TROUBLE SHOOTING', and 'CONTACT US'. The main content area is titled 'Forgot Login Name' and contains a form with the label 'Email Address: *' followed by a text input field. Below the input field is a 'Submit' button. A note below the button reads: 'Please Note: Legitimate email may be accidentally blocked from reaching its destination by the spam scanning software of your email provider. If you have not received a confirming reply, or feel that your email may not have been delivered, kindly mark **TXWEB-PROD@infospherix.com** as not a spam in your email system, or contact your email provider.' At the bottom, there is a Trustwave Trusted Commerce logo with a 'Click to Validate' button, and a footer section stating 'powered by activeNETWORK (Infospherix)' and a link to 'TPWD privacy policy'.

Forgot Login

https://texas.reserveworld.com/ForgotLogin.aspx

TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOGIN RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Forgot Login Name

Email Address: *

*Please Note: Legitimate email may be accidentally blocked from reaching its destination by the spam scanning software of your email provider. If you have not received a confirming reply, or feel that your email may not have been delivered, kindly mark **TXWEB-PROD@infospherix.com** as not a spam in your email system, or contact your email provider.*

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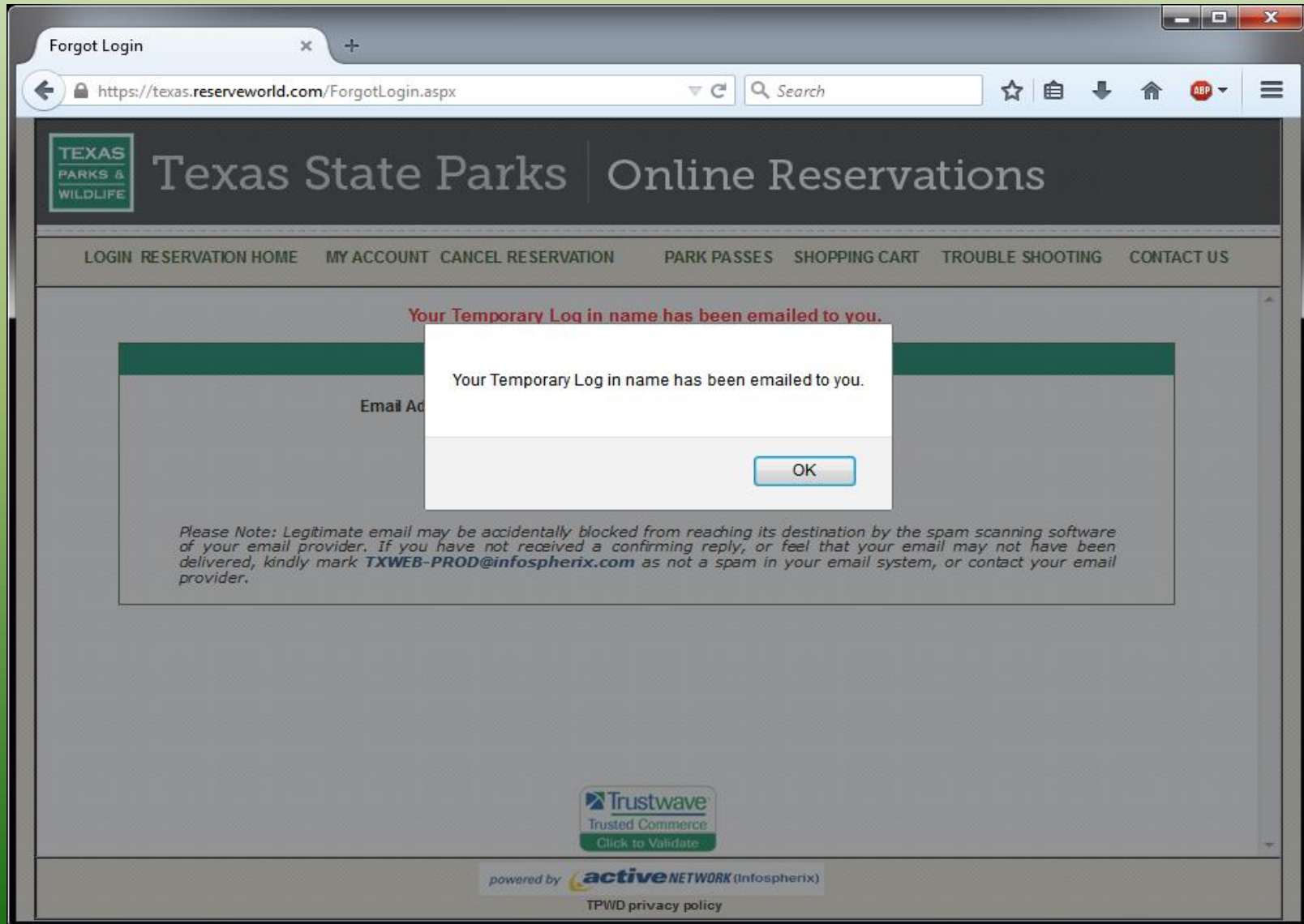
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Forgot Login

The popup confirms that an email has been sent...

NOTE: You will receive a temporary login name which will be in the form of **NEWUSER#####** (10 digits)



Forgot Password

Once you've received your temporary login ID, you will need to use that to request for a temporary password. Click the link as circled below "Have password emailed to you".

Login

https://texas.reserveworld.com/Login.aspx

Search

TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOGIN RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Customer Login

Login Name :

Password : (Password is case sensitive)

Login

> New Customer? **No past reservations or overnight stays.**

> Existing Customer? **Never made a Texas State Parks reservation on the web.**

> **Forgot / Request Password? Have password emailed to you.**

> Forgot Login Name? **Have Login Name emailed to you.**

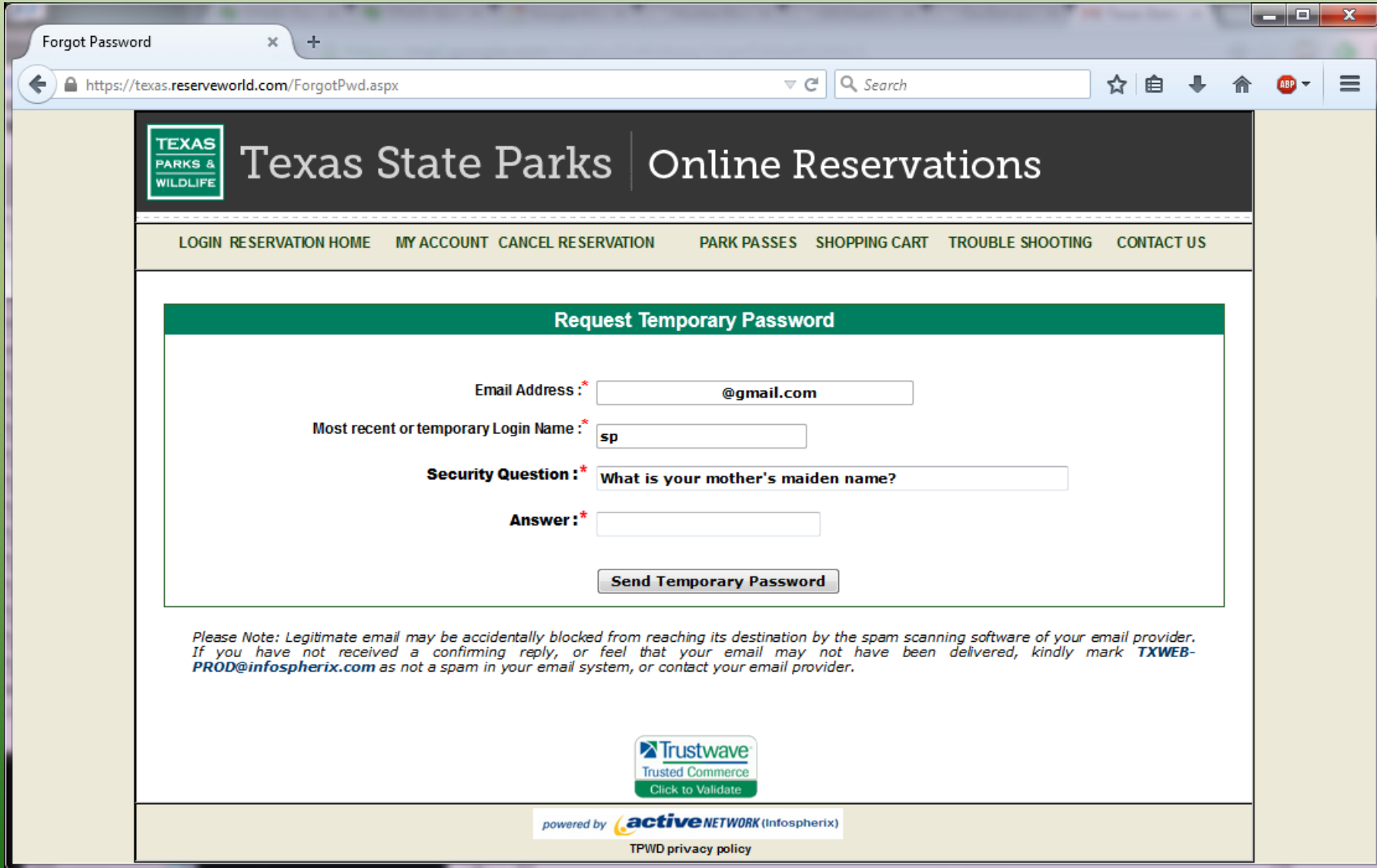
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Forgot Password

Enter your email address and temporary login name you received by email, and click the “Submit” button. The web page may display a security question if you have one on record.



The screenshot shows a web browser window with the title "Forgot Password" and the URL "https://texas.reserveworld.com/ForgotPwd.aspx". The page header features the "TEXAS PARKS & WILDLIFE" logo and the text "Texas State Parks | Online Reservations". A navigation bar contains links: LOGIN, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. The main content area is titled "Request Temporary Password" and contains a form with the following fields:

- Email Address :
- Most recent or temporary Login Name :
- Security Question :
- Answer :

Below the form is a "Send Temporary Password" button. A note at the bottom of the form area reads: "Please Note: Legitimate email may be accidentally blocked from reaching its destination by the spam scanning software of your email provider. If you have not received a confirming reply, or feel that your email may not have been delivered, kindly mark **TXWEB-PROD@infospherix.com** as not a spam in your email system, or contact your email provider."

At the bottom of the page, there is a "Trustwave Trusted Commerce" logo with a "Click to Validate" link, and a footer that says "powered by activeNETWORK (Infospherix)" and "TPWD privacy policy".

Notes...

Important: The answer to the security question is case sensitive.

If you are certain that your answer is correct but you're still getting an error, try entering the answer in all lower case, all caps, or capitalizing the first letter. If you are unable to correctly answer the security question, either a new account can be created with a different email address, or please call TPWD Customer Service so we can remove the email address in the existing account to allow them to use it on the new account.

Forgot Password

Confirmation of password email being sent.

NOTE: You will receive a temporary login name which will be in the form of **NUPW_#####** (10 digits)

Forgot Password

https://texas.reserveworld.com/ForgotPwd.aspx

TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOGIN RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Your Temporary Password has been emailed to you.

OK

En

Most recent or temporary

Security

What is your mother's maiden name?

Answer: *

Send Temporary Password

Please Note: Legitimate email may be accidentally blocked from reaching its destination by the spam scanning software of your email provider. If you have not received a confirming reply, or feel that your email may not have been delivered, kindly mark **TXWEB-PROD@infospherix.com** as not a spam in your email system, or contact your email provider.

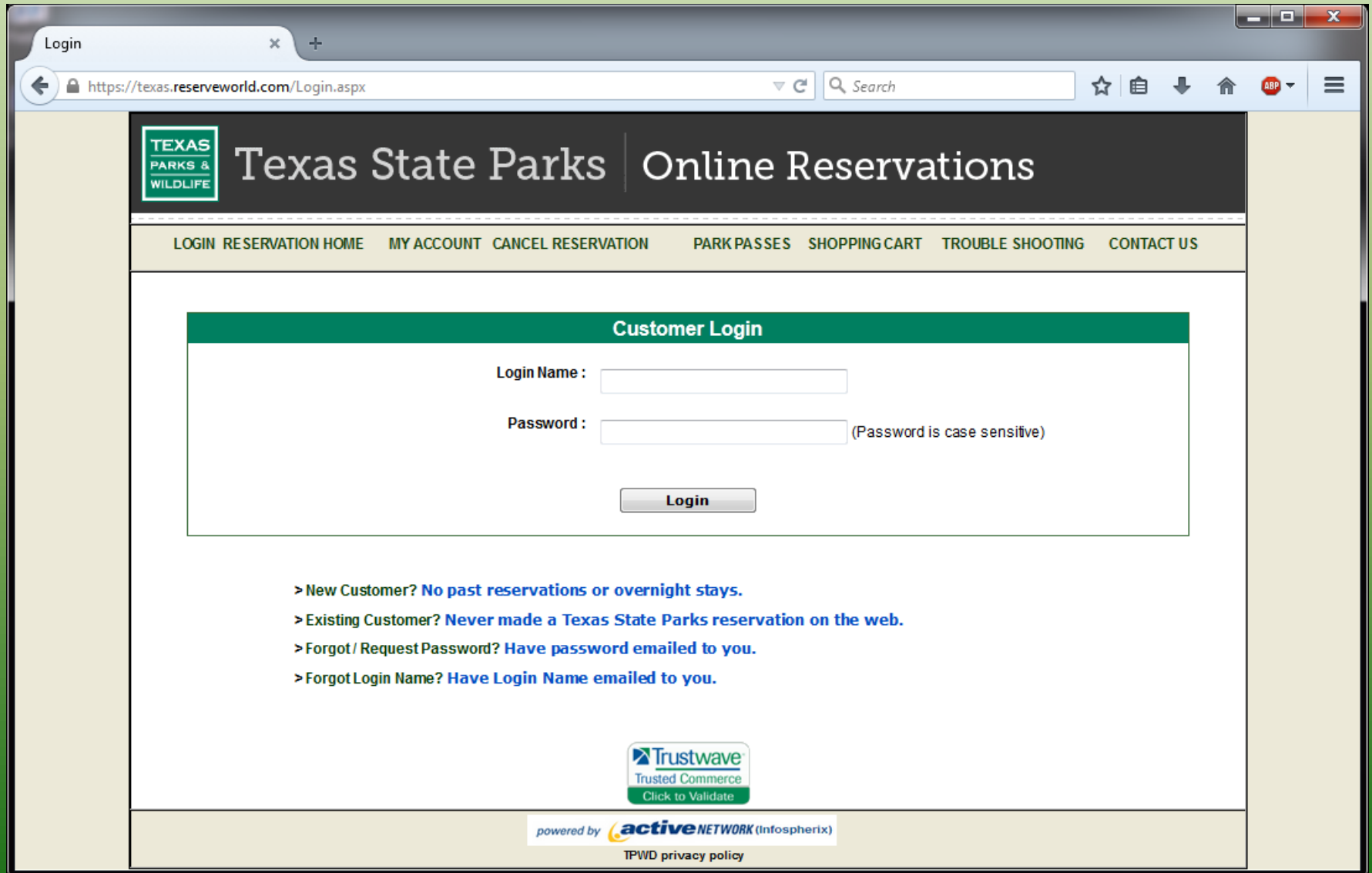
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Return to Login Page

Return to the login page to enter the temporary login name and password.



The screenshot shows a web browser window with the URL <https://texas.reserveworld.com/Login.aspx>. The page title is "Login". The header features the Texas State Parks & Wildlife logo and the text "Texas State Parks | Online Reservations". A navigation bar contains links: LOGIN, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US. The main content area has a green header "Customer Login" and a login form with fields for "Login Name" and "Password" (with a note "(Password is case sensitive)"). A "Login" button is below the fields. Below the form, there are four links: "> New Customer? No past reservations or overnight stays.", "> Existing Customer? Never made a Texas State Parks reservation on the web.", "> Forgot / Request Password? Have password emailed to you.", and "> Forgot Login Name? Have Login Name emailed to you.". At the bottom, there is a Trustwave Trusted Commerce logo and a "Click to Validate" button. The footer includes "powered by active NETWORK (Infospherix)" and a link to "TPWD privacy policy".

Login

https://texas.reserveworld.com/Login.aspx

TEXAS PARKS & WILDLIFE

Texas State Parks | Online Reservations

LOGIN RESERVATION HOME MY ACCOUNT CANCEL RESERVATION PARK PASSES SHOPPING CART TROUBLE SHOOTING CONTACT US

Customer Login

Login Name :

Password : (Password is case sensitive)

Login

> New Customer? [No past reservations or overnight stays.](#)

> Existing Customer? [Never made a Texas State Parks reservation on the web.](#)

> Forgot / Request Password? [Have password emailed to you.](#)

> Forgot Login Name? [Have Login Name emailed to you.](#)

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Change Login Name

- You will be prompted to change your login name.
- You can re-use a login name that you may have used in our system previously.
- **NOTE:** Login IDs are not case sensitive.

The screenshot shows a web browser window with the address bar displaying <https://texas.reserveworld.com/ChangeEmail.aspx>. The page header features the Texas State Parks Online Reservations logo and a navigation menu with links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US.

The main content area is titled "Change Login Name" and includes the following sections:

Login Name Guidelines :

- Login name - No special characters allowed in login name. Only upper and lower case letters and numbers are allowed.
- Please enter 6-50 characters for **login name**.

Below the guidelines are three input fields:

Enter Most Recent or Temporary Login name :*

Enter New Login Name :*

Re-enter New Login Name :*

A "Change Login Name" button is located below the input fields.

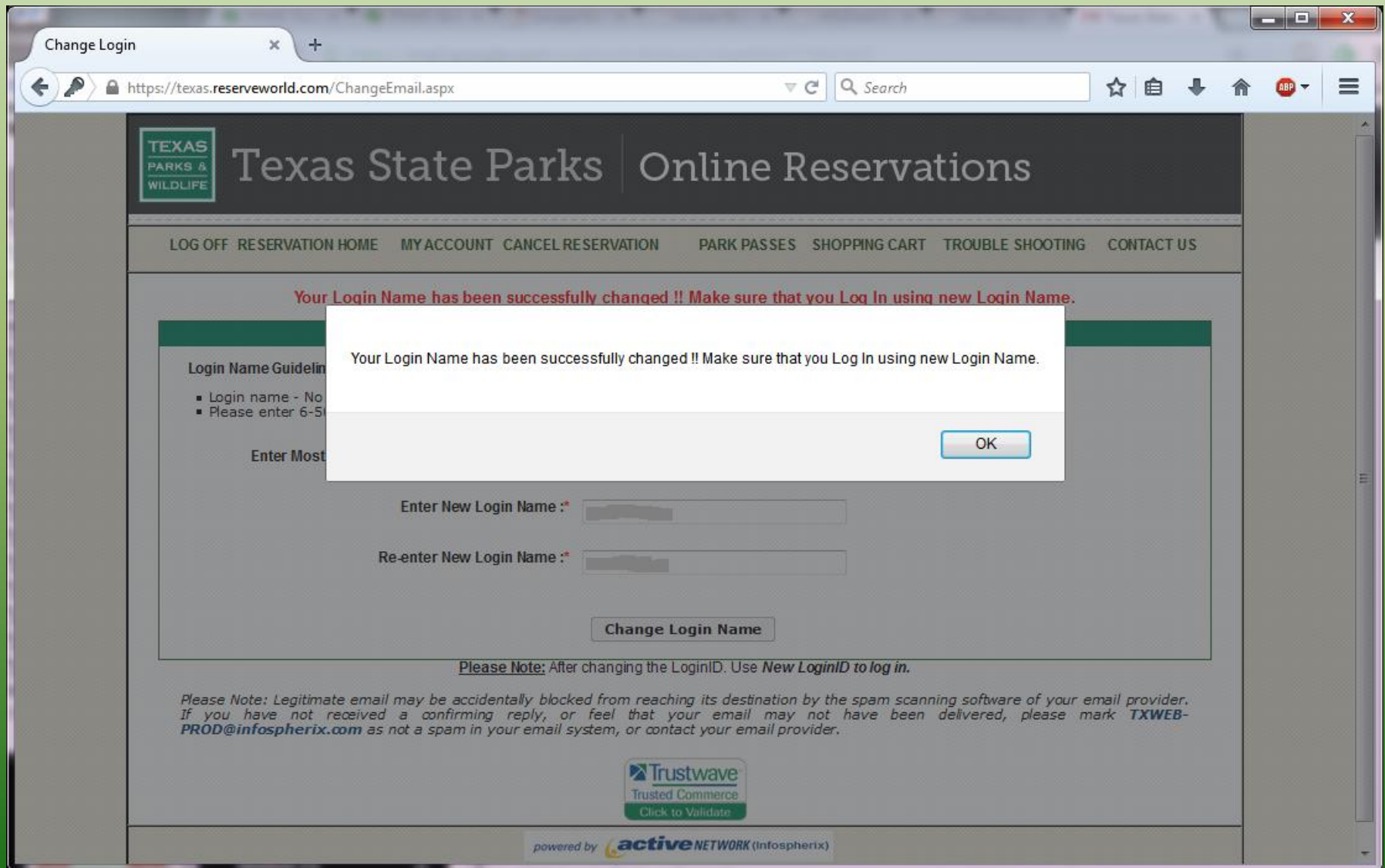
Please Note: After changing the LoginID. Use **New LoginID** to log in.

*Please Note: Legitimate email may be accidentally blocked from reaching its destination by the spam scanning software of your email provider. If you have not received a confirming reply, or feel that your email may not have been delivered, please mark **TXWEB-PROD@infospherix.com** as not a spam in your email system, or contact your email provider.*

The page footer includes the Trustwave Trusted Commerce logo with a "Click to Validate" button, and a note that the site is powered by active NETWORK (Infospherix) with a link to the TPWD privacy policy.

Change Login Name

- Popup will confirm successful Login Name change.
- The change password page will automatically load next if you logged in with a temporary password.



Change Password

- **Note: Password is case sensitive.**
- The password is required to have a minimum of 8 characters and a maximum of 20
- Special characters allowed are @ # \$ _ - = ; : and ?

The screenshot shows a web browser window with the address bar displaying <https://texas.reserveworld.com/ChangePassword.aspx>. The page header features the Texas State Parks logo and the text "Texas State Parks | Online Reservations". A navigation bar contains links: LOG OFF, RESERVATION HOME, MY ACCOUNT, CANCEL RESERVATION, PARK PASSES, SHOPPING CART, TROUBLE SHOOTING, and CONTACT US.

The main content area is titled "Change Password" and includes the following sections:

Password Guidelines :

- Allowed special characters in Password are @ # \$ _ - = ; : ?
- Please enter 8-20 characters for **Password**.

Below the guidelines are three input fields:

Enter Most Recent or Temporary Password :*

Enter New Password :*

Re-enter New Password :*

A "Change Password" button is located below the input fields.

A note at the bottom of the form states: "Please Note: Legitimate email may be accidentally blocked from reaching its destination by the spam scanning software of your email provider. If you have not received a confirming reply, or feel that your email may not have been delivered, please mark **TXWEB-PROD@infospherix.com** as not a spam in your email system, or contact your email provider."

The footer includes a Trustwave Trusted Commerce logo with the text "Click to Validate" and a note "powered by active NETWORK (Infospherix)" with a link to the "TPWD privacy policy".